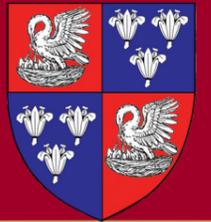




St Catharine's College
Cambridge

Corpus Christi College
University of Cambridge



Head of IT and Business Services

Candidate pack





Corpus Christi College

Corpus Christi College is the sixth oldest college in the University of Cambridge. Founded in 1352 by the Guilds of Corpus Christi and the Blessed Virgin Mary, it bears the distinction of being the only College in Oxford or Cambridge founded by their citizens. The College has a 650-year commitment to teaching and research, carried out on the site of its original foundation in the heart of mediaeval Cambridge. It provides an academic and residential environment for approximately 60 Fellows and c550 students (300 undergraduates and 250 post-graduates), and currently employs approximately 120 staff.

The main site is located in central Cambridge. Other accommodation is provided in five main satellites, including the extensive complex at Leckhampton in Grange Road, which provides accommodation for both students and Research and Visiting Fellows. The College's Parker Library houses a collection of manuscripts of world-historical significance. The Library is named after a former Master, Archbishop Matthew Parker.

For more information about the College, please visit www.corpus.cam.ac.uk.

St Catharine's College

St Catharine's College (affectionately known as 'Catz') is a welcoming, inclusive and vibrant academic community located in the heart of Cambridge. We are known as a friendly College and one with a real sense of community.

St Catharine's is one of the 31 Colleges in the University of Cambridge and is dedicated to academic excellence, ambition, diversity and welfare. We are committed to ensuring our students realise their academic and personal potential, empowering them to make a difference in the world. Our vibrant community includes scholars from a wide range of backgrounds, reflecting the society we pledge to serve. The Catz experience is transformational. Catz graduates around the world have forged successful careers in fields such as research, law, medicine, finance, publishing, arts, and politics; there are 8,457 living alumni with whom the College has strong and warm relationships.

For more information about the College, please visit www.caths.cam.ac.uk.



Opportunity

In an exciting new initiative, Corpus Christi College and St Catharine's College are seeking to appoint an outstanding individual as their first Head of IT and Business Services. This new post offers the opportunity to shape, develop and direct investment in transforming IT and business services across the two colleges. The role will be pivotal in delivering our shared objective to enhance digital transformation, and increase IT resilience and security across our operations to enhance the Colleges' business processes.

You will be able to demonstrate a clear vision of how digital services and state of the art IT can support each of our college's digital transformation, including identifying opportunities for sharing resources and best practice. You will have experience of leading IT and digital change projects and take a user centric approach to service design and delivery.

You will be an experienced leader and influencer able to work cohesively across all departments within our colleges and relish the challenge of delivering innovative IT services for a diverse range of needs in a complex and engaging environment.

Key responsibilities include:

IT Strategy and Planning: developing and leading the strategic direction and oversight of both college's IT departments.

Project and Change Management: leading on projects to developing the provision of technology and infrastructure to support and enhance the full range of college activities within a combined annual IT budget of £0.8m.

Business Continuity Planning: developing risk management frameworks to strengthen resilience to systems failure or cybersecurity attack for both colleges.

Collaboration and Culture: proactively build a network of internal and external stakeholders, communicate with and influence senior decision takers across each college, including advising appropriate committees on future IT needs and required resources. Work collaboratively with the University Information Service (UIS), the University's central IT Service.

Line Management: line manager of IT Managers for both colleges and overall responsibility for the teams. This will involve mentoring and setting objectives along with the creation of performance management targets and 1:1s.

If you can demonstrate these abilities through your experiences to date and your approach to delivering change, we would welcome your application.



Job Description

Employer: Joint employment: Corpus Christi College (CCC) and St Catharine's College (SCC)

Department: Information Services & Technology (CCC)/IT Office (SCC)

Reporting to: The Domus Bursar (CCC), The Bursar (SCC)

Hours per week: 37.5 hours per week, Monday-Friday

Location: This is an on site role and it is expected that the post holder will have visibility across both colleges. Hybrid working of up to one day per week could be considered once probation is complete

Job Purpose

This senior role will be pivotal in transforming IT and business services across two colleges, enabling both Colleges to achieve their ambition of excellent service provision underpinned by transparent, collaborative and efficient processes.

The Head of IT and Business Services will be responsible for the strategic direction and oversight of two college IT departments with combined annual budgets of £0.8m. The role-holder will oversee the development and provision of user-focused and value for money information services, technology and infrastructure to support and enhance the full range of college activities. The ability to proactively build a network of internal and external stakeholders and to communicate with and influence senior decision takers across each of the colleges, including advising appropriate committees on future IT needs and required resources, is a vital part of this role.

The role-holder will develop and deliver risk management frameworks and business continuity plans in close collaboration with senior college officers, and will play a key role in strengthening each college's resilience to systems failure or cybersecurity attack.

The Head of IT and Business Services will have a clear vision of how IT can support each college's digital transformation including opportunities for sharing resources and best practice. The role-holder is expected to introduce the concept of business process improvement across all departments so that both staff and end-users notice a tangible and positive difference to the way in which they are working and services are delivered. By focusing on the user's needs, the role-holder will increase staff confidence to use technology to assist and simplify their work.

Main Duties And Responsibilities

Leadership and Strategy

- Create a compelling and innovative vision for the future and develop a Strategy for IT and Business Services and work with Senior College Officers, the IT Team and department heads to implement and communicate progress of the strategy.
- Work with the Senior College Officers and departmental heads to identify where fulfilling the key strategic objectives of the College (such as improving student experience) require improvements in IT enabled business processes or technology.
- Assess the College's current IT enabled business processes and systems to evaluate their effectiveness, liaising with the Senior College Officers, the IT Team and department heads to understand the future needs of their areas of responsibility.
- Initiate and lead opportunities to work collaboratively with other colleges and the University Information Services (UIS).
- Undertake and regularly report on departmental performance, identifying areas for improvement against agreed standards and targets.
- Project manage specific projects including appropriate monitoring, reporting and post project reviews to ensure successful delivery has been achieved and that lessons learned have been captured and shared.

IT Infrastructure and Support Services

- In close collaboration with each college's IT Team, develop the College's IT infrastructure and related resources and services in a creative, and cost effective manner – creating short, medium and long term plans for its maintenance and development. This includes, but is not limited to: networking, security and firewall provision; virtualisation, remote desktop services and shared service hosting infrastructures; database and metadata management; web system development, websites; data integrity and retention (backup/restore).
- In close collaboration with each college's IT Team, oversee the delivery of an efficient and effective reactive Helpdesk service, meeting user requirements, ensuring work is carried out within agreed standards and that users are informed and updated about progress.
- Oversee the development and testing of disaster recovery procedures and business continuity plans.
- Prepare and submit papers and reports to various College committees, including the Executive Body (CCC) and Governing Body (SCC) to update on risks, mitigations and proposals.



IT Enabled Business Process Improvement

- Support the delivery of greater efficiency through the identification and elimination of unnecessary complexity within business processes and identification of better ways of working enabled by technology, encouraging cross-department collaboration.
- Advise on and support IT enabled change management activity associated with business improvement projects.
- Advise on training needs (IT based and others) across departments and facilitate processes to implement and monitor relevant training.
- Oversee the documentation of IT enabled business and processes and develop guidance, written protocols, standard operating procedures and best practices wherever possible to build resilience, capability and transparency across teams.

Team Leadership

- Maintain professional standards, morale, and strong teamwork ethic in each College's IT department, providing a supportive environment in which colleagues can thrive, and continually enabling their development and success.
- Undertake recruitment, induction, training, welfare, and supervision of the IT Managers.
- Set performance goals and carry out appraisals: provide the team with resources, encouragement, and support to enable them to succeed within their specific work responsibilities.
- Ensure staff are aware of their terms and conditions of employment.
- Ensure staff are aware of the College's Health and Safety and other related policies and processes and that they are adhered to at all times.
- Facilitate regular team meetings.
- Enable staff to realise their potential through training and development.
- Ensure accurate staff record keeping, including training records, overtime records, attendance, and sickness records.
- Ensure that the College's commitment to Equal Opportunities is maintained.
- Keep a skills matrix under review to ensure that the College can manage and support its IT requirements effectively, including the choice between using in-house or external resource in agreement with the Domus Bursar (CCC) and Bursar (SCC).
- Oversee an effective out of hours service, ensuring the on-call rota is appropriately staffed.

Finance

- In close collaboration with each college's IT Manager, to advise on a capital investment budget for upkeep and development of IT infrastructure.
- To be responsible for each college's IT annual budget, ensuring that all operations and development activities are provided at optimum cost and represent value for money.
- Have oversight of procurement for all works and services related to the operation, maintenance and development of the College's IT including the development of a framework of preferred suppliers, tendering exercises when needed to ensure value for money and ensuring contractors deliver to planned programmes in time, spend and quality.
- Oversee the management of procurement in alignment with the College's policy of maximising cloud usage, reducing dependence on bespoke on-site systems and collaborating with the UIS wherever appropriate.
- Regularly update relevant committees on progress of costs against budget.

Other duties

- Ensure the security of College IT and other business systems and their compliance with data protection and privacy laws.
- Support and contribute to the development of the College's environmental strategy and implement agreed environmental improvements within the College.
- Maintain an up-to-date knowledge of relevant industry practice and developments, including via regular contact with relevant professional bodies and other Head of IT and Business Services or their equivalents.
- Attending all College IT Committee meetings (CCC) and General Estates Committee meetings (SCC) and actively participate in Cambridge Colleges' Computer Manager's Group meetings alongside the IT Manager.
- Represent the College on strategic IT related matters in dealing with relevant external organisations or bodies as required.
- To be part of a team ensuring the College delivers to the ANUK Standard.
- Be a proactive member of Senior Management Team (CCC)/ Heads of Department (SCC).
- To operate with a high degree of professional autonomy and personal responsibility.

The above is not an exhaustive list and the post holder may be expected to undertake other related duties as required by the Head of IT and Business Services. The list of duties may be subject to revision at the end of the probationary period.



Person Specification

Education/ Qualifications

- A degree or equivalent experience
- A Business management/IT related subject degree or equivalent qualification (desirable)

Knowledge/ Experience

- Demonstrable experience of strong strategic thinking and planning and project and/or change management skills, including a thorough understanding of how to interpret the College's needs and to translate them into operational requirements
- Excellent understanding and experience of continuous improvement concepts and business process mapping
- IT literate with an understanding of the current IT technical landscape (hardware and software) as it applies to the College's activities
- Experience of procurement and setting budgets
- Experience of managing and developing a highly-effective and motivated team
- Experience of working in the HE sector (desirable)

Skills

- Ability to set up, facilitate and lead training sessions with a range of College staff
- Ability to produce written guidance and standard operating procedures to embed best practice, resilience and transparency across teams
- Experience of project management and ability to make sure work is aligned to the needs of the business
- Able to work in situations requiring sensitivity, especially when solving unforeseen problems
- Knowledge of business improvement techniques such as Lean and Six Sigma, and ability to implement and develop these to best effect within a college environment (desirable)

Personal Qualities

- Highly organised and able to prioritise
- Confident and clear communicator
- Problem solver
- Enjoy working with people and able to influence and persuade key stakeholders
- Self-motivated, well organised, reliable and committed to take ownership of areas of work
- Ability to maintain a high level of confidentiality and discretion
- Able to demonstrate a high level of personal integrity

Physical/Special Requirements

- Due to the age and layout of the colleges, there are a number of steep staircases and areas of restricted access



Terms and Conditions

Salary:	£60,000 - £65,000 FTE (depending on skills and experience)
Probation period:	6 months
Working arrangements:	It is expected the post holder will have visibility across both Colleges. Hybrid working of up to one day per week could be considered once probation is complete
Annual leave:	33 days (inclusive of bank holidays)
Pension scheme:	Generous employer contributions of up to 10%

Other benefits include:

- A meal allowance for use in the dining hall (when on main site).
- Access to the College's Cycle to Work voucher scheme.
- Opportunities for training and development.
- A range of family friendly benefits (including generous maternity and paternity benefits above statutory requirements), agile and flexible working policies.
- Use of a small on-site gym.
- Private health care purchase scheme.
- Access to staff wellbeing and employee assistance support including free flu vaccinations and support from our wellbeing team.
- Life assurance (death in service benefit) with probate and bereavement support.
- Access to discounts with local retailers etc., using the College card (at the discretion of the provider).
- Depending on performance, the option to be nominated for the staff recognition scheme.

Application process:

Please complete an [application form](#) and send that, along with a copy of your CV, a covering letter outlining why you are interested in this position and the [equality monitoring form](#) to: recruitment@caths.cam.ac.uk.

Deadline for applications: noon on Tuesday 11 April 2023.

Interview process:

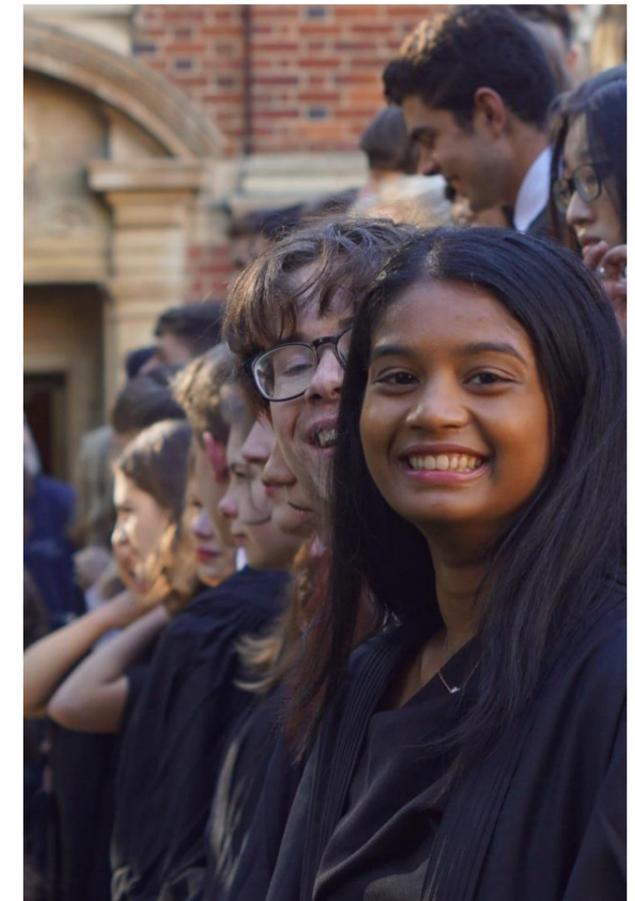
It is expected that we will look to hold informal conversations as part of our initial shortlisting process before in person panel interviews are arranged.

Data protection

Details on how we manage data from applicants can be found [here](#).

Equal opportunities

Our Equality of Opportunity statement can be found [here](#).





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CONTACT US

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